

E-Mail ALPERSRU Q/97

Subj: PROCESSING PCS TRAVEL ADVANCES VIA FAX TO HRSIC (TVL)

Ref: (a) The Traveler's Guide to Successful Claims Processing,
HRSICPUB 4600, Page 24
(b) Personnel and Pay Procedures Manual,
HRSICINST M1000. 2A

Purpose This E-Mail ALPERSRU provides procedures for sending PCS travel advance requests to HRSIC (TVL) via fax machine.

Units will be notified of this change via message (Travel Message Seven).

Effective Date Effective 16 June 1997, HRSIC (TVL) will accept and process PCS travel advance requests transmitted via fax machine.

Faxed requests for PCS travel advances must be prepared and transmitted in accordance with the procedures described below.

Before you begin Because only direct deposit (EFT) payments are authorized, counsel departing personnel that they MUST NOT CLOSE THEIR MILITARY DIRECT DEPOSIT ACCOUNT, until all monies due are received or their new account has updated in PMIS/JUMPS.

Required Information Requests for PCS travel advances must include the following:

Page	Required Information
One	A fax cover sheet which: <ul style="list-style-type: none">o Identifies the originatoro Specifies that a request for a PCS travel advance is attachedo Fully identifies the member (name and SSN)o Lists a point of contact (name and telephone number)
Two	Original PCS travel order (CG-5131) completed with the following information: <ul style="list-style-type: none">o Authorization for PCS advanceso Breakdown of entitlements (e.g., MALT, Per Diem, DLA, etc.) <p>Reminder: DLA is 2 1/2 times the member's monthly BAQ</p> <ul style="list-style-type: none">o Signature in block 12a of the authorizing official <p>Note: The member's signature is NOT required</p>
Three	A completed original SF-1038 ¹¹ Advance of Funds Application

	<p>and Account"</p> <ul style="list-style-type: none"> o Complete blocks 1-9 per the instructions in reference (a). Insert Total advance amount authorized in 9f./g. o Enter the member's mailing address in block 9d(even though payment will be by direct deposit). The travel voucher summary advance transaction will be mailed to this address o Based on a member submitting a command approved PCS Departing Worksheet(from encl (1) to ref (b)) requesting advances, and PCS orders being prepared as a result, no member signature on the SF-1038 is necessary Simply type "Signature on File" in the block labeled "Applicant Sign Here" o Ensure the Approving Official signs and dates block 10 before transmitting to HRSIC (TVL). o To identify a transmitted fax request and reduce the possibility of duplicate payments, enter the following in block 12 (remarks): <p>"Faxed to HRSIC (TVL) on (date and Time)".</p>
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Procedures

Once you've assembled all the required information you may fax the request to the appropriate HRSIC (TVL) team (as listed in the next section) for processing. Follow these guidelines to eliminate the possibility of duplicate submission and payment:

- o After you fax, check the communication result report for the status of your fax transmission. It should read "OK"; if not, fax only the noted pages that failed to be sent/received, and notify the HRSIC (TVL) team leader (names and phone numbers are listed below).
- o Do not fax the same request for advances more than once without contacting your designated HRSIC (TVL) team leader.
- o Do not mail requests for PCS travel advance to HRSIC (TVL) after using the fax process. Maintain and safeguard the request to prevent re-transmission. Attach the SF-1038, noting fax transmission to the member's original order and hold following unit checkout practices.

Where to
Fax requests
For PCS
Travel
Advances

Use this table to determine the appropriate HRSIC (TVL) team and fax number to use for sending requests for PCS travel advances.

PERSRUS SUPPORTED BY EAST	TEAM	FAX NUMBER(S)	TEAM LEADER/POC
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COAST TEAM			NAME & PHONE
GP SW Harbor (01-08) A/S Cape Cod (01-09) A/S Brooklyn (01-20) GP Woods Hole (01-23) ACT New York (01-26) GP Portland (01-79) ACT Baltimore (05-02) GP FT Macon (05-08) GP Charleston (07-10) GP St Pete (07-15) GP Key West (07-20) ISC Boston (32-02) ISC Miami (32-06) ISC Portsmouth (32-31) ¹ SUPRTCEN E City(32-21) TISCOM Alex (50-17) ACADEMY (60-01/90) RESTRACEN Yktn (75-49): :TRACEN Cp May 77-38/39:	East Coast (EC)	(913) 295-2837 (913) 295-2976	YNC O'CONNELL YN1 TYLER (913) 295-2202 OR 2212
PERSRUS SUPPORTED BY WEST COAST TEAM	TEAM	FAX NUMBER(S)	TEAM LEADER/POC NAME & PHONE
GP Mobile (08-06) Base Galveston (08-10) GP Crps Christi (08-17) MSO Houston (08-25) GP San Francisco (11-05) GP Humboldt Bay (11-10) ACT San Diego (11-15) A/S Sacramento (11-20) GP North Bend (13-20) GP Astoria (13-25) GP Pt Angeles (13-27) ISC St Louis (32-04) ISC Cleveland (32-08) ISC New Orleans (32-10) ISC Seattle (33-12) ISC San Pedro (33-20) ISC Alameda (33-30) HRSIC (53-02) TRACEN Petaluma (74-94) ATC Mobile (76-79) HqsuprtCom (98-03) and COMDT (98-80)	West Coast (WC)	(913) 295-2835 (913) 295-2960	YNC MCADAMS YN1 LARSON :(913) 295-2222 OR 2223
PERSRUS SUPPORTED BY OVERSEAS TEAM	TEAM	FAX NUMBER(S)	TEAM LEADER/POC NAME & PHONE
GANTSEC (07-25) MARSEC (14-29) ISC Honolulu (33-16) ISC Kodiak (33-13) ISC Ketchikan (33-18) ISC Ket-Juneau (33-35)	Overseas: (OS)	(913) 295-2959 295-2836	YNC PETERS YN2 FINLEY (913) 295-2240 OR 2242

Customer Outcomes The following customer service standards for processing travel advances via fax can be expected:

- o HRSIC (TVL) will process the travel advance and release to the FINCEN for payment within three working days of receipt. Approximately five working days thereafter, the member will receive a copy of the PCS Advance travel voucher summary sheet in the mail. This transaction will be mailed to the home address listed in Block 9d, SF-1038.

- o The Traveler should expect the travel advance to be deposited in their EFT Account about 10 working days after HRSIC (TVL) receives their request or about four working days after HRSIC (TVL) forwards the disbursement request to FINCEN.

O FOR PROCESSING STATUS OF PCS ADVANCE TRAVEL REQUESTS: Call the above designated team numbers.

- o FOR PAYMENT STATUS OF ADVANCES OR TRAVEL CLAIM PAYMENTS: FINCEN can provide you information as to when payments were processed to a member's bank account:

Call FINCEN's Customer
Service number: (757) 523-6940.

or

USE FINCEN'S AUTOMATED TOLL FREE INFORMATION SERVICE LINE:
Follow this procedure:

- (1) 1-800-564-5504--the FINCEN INFO Number.
- (2) Push 3--Active/Reserve TVL Payment Info.
- (3) Enter SSN and # sign--this IDs traveler.
- (4) Voice repeats SSN, confirm w/a * sign.
- (5) INFO SERVICE LINE will begin by reciting "Payment is confirmed for TVL for [recites 13 digit TONO number] via [ACH which means EFT] on [specified date] in the amount of [transaction amount]."
- (6) Push 1 to repeat message. FINCEN INFO LINE holds travel payment disbursing data of the member's last five payments.

Mailing If, for some reason, a request for a PCS travel advance cannot be
PCS Advance faxed, PERSRUS may use the procedures in reference (a) for
Travel mailing requests to HRSIC (TVL).
Requests

When mailing requests, use the correct routing symbol, box number, and zip code for your servicing travel team:

East Coast (TVL-EC) - Box 3551 - Zip: 66601-3551
West Coast (TVL-WC) - Box 3552 - Zip: 66601-3552
Overseas (TVL-OS) - Box 3553 - Zip: 66601-3553

Note: Mailed requests must include the member's and the authorizing official's signatures on the SF-1038 along with two certified copies of the travel order.

Questions The point of contact for questions regarding this ALPERSRU is the
HRSIC Claims Assistance Team (CAT) at (913) 295-2250; fax
inquiries can be made to (913) 295-2976/2940. Travelers at home
or in a travel status can call 1-888-USCGTVL (1-888-872-4885).

Released by
J. D. WILLIAMSON
Executive Officer